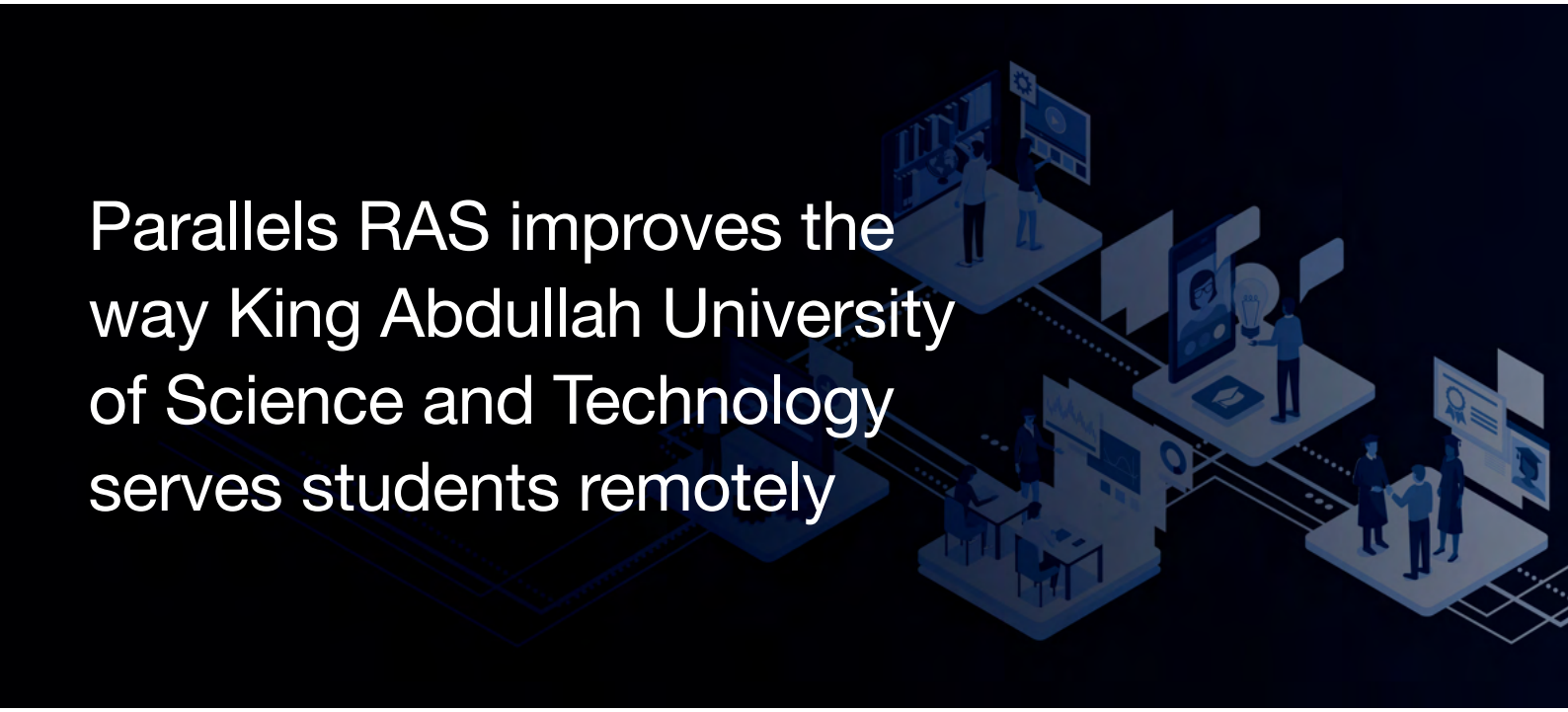
Customer Case Study

Parallels RAS improves the way King Abdullah University of Science and Technology serves students remotely



> "Parallels RAS has enabled teachers and students to access educational resources in any format from the device of their choice. This solution has been cheaper than the alternatives and works as advertised."
>
> Paulo Prioste
> *Systems Specialist*

The Results

BRING-YOUR-OWN-DEVICE (BYOD) INITIATIVES
Students and staff can use their devices of choice to access educational resources and applications.

INCREASED REMOTE ACCESSIBILITY
Instant access to remote session-based desktops and applications.

LOWERED TOTAL COST OF OWNERSHIP
Affordable licensing and time saved troubleshooting IT problems.

About King Abdullah University of Science and Technology (KAUST)

- KAUST is a graduate research university of science and technology located in Thuwal, Saudi Arabia.
- English is the official language of the institution
- The first mixed-gender university campus in Saudi Arabia
- Founded in 2009

The Challenge

Hosting some of the top institutional research and graduate programs in the region, King Abdullah University of Science and Technology (KAUST) strives to provide access to cutting edge technologies. However, many essential software programs and applications for students and staff are only accessible on the Windows operating system (OS). Users with Mac devices were unable to access all the applications they needed. KAUST sought a solution that would enable them to publish these applications remotely while providing users with access to all applications regardless of device and location.

The Solution

The KAUST IT team originally explored using Citrix Virtual Apps and Desktops but reconsidered once they learned its price. With more than one thousand students and staff, they needed an affordable option for a large number of users.

Parallels® Remote Application Server (RAS) is a cost-effective solution that efficiently resolved the challenges KAUST faced. Its single licensing model encompasses all features and capabilities, without any need for extra add-ons or third-party expertise. Parallels RAS is a complete solution for virtual desktop and application delivery that has empowered KAUST to create fully accessible digital workspaces.

By using Parallels RAS, locally published applications are securely and remotely accessible to students and staff. Parallels RAS is easy to deploy, configure and manage, providing IT admins with the time to focus on other critical projects. It comes fully loaded with features such as high availability load balancing as well as universal printing and scanning.

The Results

After implementing Parallels RAS, King Abdullah University of Science and Technology has facilitated a more connected campus, enabling access to critical applications regardless of device and location. Now, the 50% of students and staff who use Mac devices have access to all the same programs and software as Windows users.

KAUST can publish essential learning applications, such as the Microsoft Office Suite, ArcGIS, and a variety of Business Intelligence (BI) Tools, to both Windows and Mac users. The IT team is impressed that Parallels RAS enables printing on local printers without the need to install local drivers, reducing the time needed for staff to assist with printing problems. Overall, they have been very satisfied to have found an affordable solution that has increased access for their users across the entire campus.

Parallels

Parallels® is a global leader in cross-platform solutions, enabling businesses and individuals to access and use the applications and files they need on any device or operating system. Parallels helps customers leverage the best technology available, whether it's Windows, Linux, macOS, iOS, Android or the cloud.

The company's solution portfolio includes the award-winning Parallels Remote Application Server (RAS), an all-in-one application delivery and virtual desktop infrastructure (VDI) solution that enables users to work remotely from anywhere, on any device, at any time.

For further information visit parallels.com/ras